



**Maine Department of Education
eMPowerME Assessment Testing Irregularities
Process & Procedures**

2018-19 MEA eMPowerME Grades 3-8 Testing Irregularity Reporting Process

The Department of Education has developed a system for 2019 MEA Mathematics and English Language Arts/Literacy (eMPowerME) Testing Irregularity Reporting.

1. Any testing irregularities observed by Test Administrators/Proctors should be reported to the School Test Coordinator (STC) who reports the irregularity to the District Assessment Coordinator (DAC) as needed.
2. Irregularities that DO NOT require the below process:
 - a. Technical and/or device issues (see pages 3-4)
 - b. Locked out of a test session if paused for 30+ minutes or inactive for 60+ minutes (Proctor Password same day only)
 - c. Student begins test and must leave
3. Irregularities that DO require the below process:
 - a. School unexpectedly closes during testing
 - b. Student accidentally submits a test prematurely
 - c. Student started/took a test session without required accommodations
 - d. Student and/or adult are suspected of cheating
4. STCs/DACs call or email the Measured Progress Service Center at 855-652-8929 or maineservicecenter@measuredprogress.org. Note: DACs should NOT email student Personally Identifiable Information (PII) e.g. the student's name. The following information needs to be obtained prior to the call, and does not fall under the category of PII:
 - a. District Name/ID
 - b. School Name/ID
 - c. SSID
 - d. Test Session Name
 - e. Grade
 - f. Class Name
 - g. Incident Description
5. The Measured Progress Service Center representative collects required fields (above a-g) from DAC/STC.
6. The Measured Progress Service Center representative enters the information about the testing irregularity into the *ServiceNow* ticket (using encrypted field for student name)



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7. The Measured Progress Service Center representative escalates the ticket to Measured Progress eMPowerME Project Manager (PM)
8. Measured Progress PM alerts DOE Assessment Coordinator Nancy Godfrey, and transfers the PDF details to a secure SFTP site for review.
9. Depending on the results of DOE review and any subsequent investigation, a decision is made to reactivate/invalidate the test or not.
 - a. Reactivation allowed only same day.
10. Measured Progress PM updates the ticket and de-escalates it to Measured Progress Service Center representative for closure. PM exports report from *ServiceNow* of all invalidated tests at end of test window.
11. DOE keeps a log of invalidated tests until the end of the test window.
12. Measured Progress and DOE compare logs from eMPowerME testing window to reconcile any differences.



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Specific Test Irregularities

Technical/Device Issues Troubleshooting

- 1) First check whether internet connectivity has been interrupted. If the light in the upper right corner of the MEA eMPowerME Kiosk screen is gray, the internet connection is lost. A green dot indicates internet connectivity.
- 2) Once you have confirmed that the device is connected to the internet, proceed as follows:
 - a) DO NOT CLICK THE FINISH/TURN IN BUTTON.
 - b) Try pausing the test and logging back in.
 - c) If using a Mac or Windows device, click the Clear Cache link on the login page of the eMPowerMEA kiosk.
 - d) Again, try pausing the test and logging back in.
 - e) Next, try rebooting the device.
 - f) Assuming that the device is still connected to the internet and never lost internet connection, try switching devices. If the device lost internet connection and the student cannot resume testing, call the Measured Progress Service Center at (855) 652-8929 or maineservicecenter@measuredprogress.org prior to switching devices.
- 3) If the above steps do not resolve the technical issue and allow the student to complete the test, the School Test Coordinator or the IT Coordinator may contact the Measured Progress Service Center at (855) 652-8929 or maineservicecenter@measuredprogress.org as soon as possible on the day that the issue was encountered. Provide the information noted in the table at the bottom of this memo.
- 4) In the case of a Technical or Device Issue, the Test Administrator is authorized to use the proctor password to resume the student's testing session on the same school day.

Locked Out of a Test:

- 1) If a test session is paused for 30 minutes or inactive for 60 minutes, the proctor password can allow a student access to the test session. On a subsequent day, the Service Center is NOT authorized to reactivate a test.

School Unexpectedly Closes Early for the Day:

- 1) The District Assessment Coordinator (DAC) or School Test Coordinator (STC) should contact the Measured Progress Service Center at (855) 652-8929 or maineservicecenter@measuredprogress.org as soon as possible on the day of the early dismissal. Provide the information noted in the table at the bottom of this memo.
- 2) In the case of a school closing for the rest of the day, the Service Center is not authorized to reactivate a test. Approval must be requested from the Maine DOE via the Measured Progress Service Center at (855)



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652-8929 or maineservicecenter@measuredprogress.org. Provide the information noted in the table at the bottom of this email.



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Student Accidentally Submits Test Prematurely:

- 1) Assuming that the student has been continually supervised, the DAC or STC may contact the Measured Progress Service Center at (855) 652-8929 or mainservicecenter@measuredprogress.org. Provide the information noted in the table at the bottom of this email. The Service Center is authorized to re-activate the test session on the same day that the student began the testing session. On a subsequent day, the Service Center is NOT authorized to reactivate a test.

Student Begins Test and Must Leave (e.g., becomes ill, misbehaves, withdrawn by parent):

- 1) If the student is able to return to the testing session after a recovery period, the student may complete the test session on the same school day. The student may not resume the test session on a subsequent day.

Student Started the Test Without Required Accommodation:

- 1) If the student started the test without a required Text-to-Speech accommodation, this should be reported immediately to Maine DOE Assessment Coordinator, Nancy Godfrey, at nancy.godfrey@maine.gov or 624-6775.
- 2) If a student begins a test without any other required Accommodation (e.g., Scribe, Read Aloud, ASL, Color Contrast) and the error has been detected immediately, the proctor may assign the accommodation, and the student may log back in and continue testing. If the student has progressed into the test session, this should be reported immediately to Maine DOE Assessment Coordinator, Nancy Godfrey, at nancy.godfrey@maine.gov or 624-6775.

Student or Adult is Suspected of Cheating

- 1) Any question about improper testing practice should be reported to the Maine DOE via the Measured Progress Service Center at (855) 652-8929 or mainservicecenter@measuredprogress.org by the DAC/STC. Provide the information noted in the table at the bottom of this email. The Maine DOE will work with the district according to the state's protocol to investigate the situation and determine any necessary actions.
- 2) If the Maine DOE finds it necessary to invalidate a test, the student will not have another opportunity to complete the test session. The student will count as a non-participant in the school's and the SAU's participation rates. Student scores will not be included in school results, and parents will not receive an individual student report. Any discussions about test invalidation must involve Maine DOE Assessment Coordinator, Nancy Godfrey, at nancy.godfrey@maine.gov or 624-6775.



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When communicating with the Measured Progress Service Center or with the Maine DOE regarding a testing irregularity/interruption, please provide the following information:

District Name & ID (Click Here)	
School Name & ID (Click Here)	
Student State ID Number	
Test Session Name Math/ELA/eMPowerME (M1, M2, R1, R2, W/L1, W/L2, Essay)	
Grade	
Class Name (if applicable)	
Description of Incident/Request	

DO NOT INCLUDE STUDENT NAMES IN EMAILS.